

Bridging The Gap

Position Description

Job title	<i>Volunteer Program Manager</i>
Reports to	<i>Programs Director</i>
Status	<i>Full-time / Exempt</i>

Job purpose

The **Volunteer Program Manager** is responsible for planning, organizing and directing the volunteer needs and opportunities for Bridging The Gap to support programming and operational goals. The primary function of the position is to develop and implement a strategy for mission-driven volunteer engagement. The Volunteer Program Manager will also provide direction for the day-to-day management and future growth of the volunteer program initiating recruitment strategies and providing guidance to ensure a rewarding volunteer experience.

Primary Duties and Responsibilities

- Maintains and grows Bridging The Gap volunteer base through outreach to individuals, community-based organizations and groups, colleges/universities, and corporations to increase awareness and gain community support
- Works closely with program managers to periodically assess needs for volunteer expertise and level of volunteer staffing.
- Trains staff to provide guidance and oversight of volunteers working in various programs.
- Assesses opportunities and need for volunteers to enhance program delivery and administrative services.
- Conducts ongoing evaluation of the volunteer program, its processes, policies and activities; recommends and implements improvements as necessary.
- Ensures all volunteer data is gathered, tracked and communicated throughout the organization using tools including Salesforce.
- Plans and implements formal and informal volunteer recognition activities to show appreciation for the contributions of volunteers to the organization.
- Develops and maintains a volunteer manual for internal use that provides information and guidelines for staff.
- Maintains ongoing communications with volunteers through email, news blasts, newsletters and print materials.
- Develops and administers annual volunteer satisfaction survey; compiles and reports the results to staff.
- Tracks the activity, outputs and outcomes of volunteer contributions, and monitors the quality of the volunteer experience.
- Cultivates new sources of volunteer leadership throughout the community.
- Establishes and maintains effective working relationships, training programs, and support for key resource development volunteers and donors.
- Oversees scheduling and partnership with Metropolitan Community Service Program volunteers
- Manages internship program in partnership with program managers.
- Participates in special event planning and participates in events as needed.
- Other job-related duties as requested and subject to reasonable accommodation.

Qualifications

- Minimum of 2 to 3 years managerial or related work experience in a non-profit or charitable organization, preferably as a volunteer manager.
- Minimum 4-year bachelor's degree in nonprofit management or related field or commensurate experience.

- Proven experience working with the public, developing and maintaining excellent relationships to support goals/mission.
- Excellent organizational, time management skills, and ability to seize opportunities and think creatively.
- Excellent communication skills.
- Demonstrates positive leadership skills and the ability to positively influence volunteers to effectively meet the needs the organization.
- Ability to think strategically about volunteer linkages to development.
- Experience planning and managing special events.
- Work collaboratively and effectively on a small team with high accountability.
- Skill using information technology, social media, and basic office software. Familiarity with Salesforce databases is desirable but not required.

Working conditions

The Volunteer Services Manager will perform duties primarily in an office setting. May occasionally need to work outdoors at volunteer recruitment and special events and assisting with workdays. Will interact frequently with internal and external customers in person, by phone and through electronic correspondence.

Physical requirements

Ability to work at a computer for prolonged periods; to withstand occasional hot, cold, windy and/or rainy weather at outdoor events; and to move up to 20 lbs. of tabling event supplies from Bridging the Gap offices to the locations of public events.

Positions Supervised

Provides general management and oversight of volunteers and interns to ensure success of programs and organization.

Salary & Benefits

Salary Range: \$37,000 - \$49,000

Benefits include 90% employer-paid health, dental, vision, and life insurance; 100% employer-paid disability insurance; two weeks of paid vacation; two paid personal days; paid holidays including the week between Christmas Eve and New Year's Day and the employee's birthday. Bridging The Gap offers flexible scheduling when appropriate, a supportive team atmosphere and a dog-friendly office.

Bridging The Gap is an equal opportunity employer and understands the value of having a team with a diversity of experiences and perspectives to optimize our potential for compassion, collaboration, creativity and excellence in service. BTG encourages people from all backgrounds and perspectives to apply.

To apply, please send (email preferred) a resume and a cover letter relating your education and experience to this position to:

Bridging The Gap
 Attn: Tru-Kechia Smith
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 Kansas City, MO 64101
 Kechia.Smith@bridgingthegap.org